

12-7-01 ET 420197696 US

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. AUS920010946US1  
 Assistant Commissioner for Patents  
 Washington, D.C. 20231

Date: 11/3/01

12/03/01  
 10/006004  
 1000000004  
 12/03/01

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

MICHAEL WAYNE BROWN, DAVID R. CHENG, WING-YING STEPHANIE LEUNG, FOLU  
 OKUNSEINDE, MICHAEL A. PAOLINI, SEEMA SHETH-VOSS AND SCOTT LEE WINTERS

For: VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION

ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

- ☒ 20 Pages of Specification including an Abstract  
☒ 8 Pages of Claims  
☒ 5 Sheet(s) of Drawings (INFORMAL)  
☒ 4 Declarations and Power of Attorney  
☒ 1 Assignment of the invention to IBM Corporation  
☒ Recordation Form Cover sheet, Form PTO-1595  
☒ Informaiton Disclosure Statement, PTO 1449 and References 12

## CLAIMS AS FILED

FOR	Number Filed		Number Extra		Rate		Basic Fee (\$740)
Total Claims	21	-20 =	1	X	\$18	=	\$18.00
Independent Claims	4	3 =	1	X	\$ 84	=	\$84.00
Multiple Dependent Claims	0			X	\$280	=	\$
<b>Total Filing Fee =</b>							<b>\$842.00</b>

- ☒ Please charge \$ 842.00 to IBM Corporation, Deposit Account No. 09-0447.  
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.  
☒ Any additional filing fees required under 37CFR § 1.16.  
☒ Any patent application processing fees under 37CFR § 1.17.

Respectfully,

*Cynthia S. Byrd*  
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